



PROMOTIONAL EXAMINATION FOR CALIFORNIA STATE EMPLOYEES

ADMINISTRATIVE ASSISTANT II

DEPARTMENTAL PROMOTIONAL FOR: CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

POSITIONS EXIST SACRAMENTO ONLY

WHO SHOULD APPLY

This is a departmental promotional examination for the Department of Social Services.

1. Applicants must have a permanent civil service appointment with the Department of Social Services as of the final filing date, in order to participate in this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code Section 18890; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

If applicable, submit a copy of the DD214 or other official discharge documents.

HOW TO APPLY

Applications (STD 678) are available and may be filed in person with the California Department of Social Services, Personnel Bureau, Examination Unit, 744 P Street, Sacramento, CA 95814, or mailed to the California Department of Social Services, Personnel Bureau, Examination Unit MS 8-15-59, P.O. Box 944243, Sacramento, CA 94244-2430. Applications received without an Examination Title will be returned. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

APPLICATION DEADLINE

FINAL FILE DATE: SEPTEMBER 23, 2009

Applications (STD 678) must be **POST MARKED** no later than the final file date. **Applications postmarked, personally delivered or received via interoffice mail after the final file date will not be accepted for any reason.**

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

REQUIRED IDENTIFICATION

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SALARY RANGE

\$4,400 - \$5,348 per month

QUALIFICATIONS APPRAISAL INTERVIEW

It is anticipated that interviews will be held in **October/November 2009**. Ordinarily, these are scheduled in Sacramento. However, locations of interviews may be changed as conditions warrant.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**ELIGIBLE LIST
INFORMATION**

A departmental promotional eligible list will be established for the California Department of Social Services. Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 12 months after it is established.

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

NOTE: IT IS YOUR RESPONSIBILITY TO MAKE SURE YOU MEET THE EDUCATION AND/OR EXPERIENCE REQUIREMENTS FOR THIS EXAMINATION BY THE FINAL FILE DATE. YOUR SIGNATURE ON YOUR APPLICATION INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND POSSESS THE BASIC QUALIFICATIONS REQUIRED.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**MINIMUM
QUALIFICATIONS****Either I**

One year of experience in the California state service performing staff work in a class equivalent in level to Administrative Assistant I.

Or II

Eighteen months of experience in the California state service performing the duties of an Executive Secretary II.

Or III

Experience: Three years of progressively responsible experience in one or a combination of the following:

1. Relieving an administrator of assigned administrative detail and preparing reports and/or recommendations for administrative action. (Experience in California state service must be in a class equivalent in level of responsibility to Office Services Supervisor I.)
2. Professional or technical experience in a field usually requiring an education of collegiate grade and involving duties and responsibilities which develop a wide knowledge of the field of management, at least two years of which shall have involved the independent development of administrative recommendations.

and

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for four years of the required education on a year-for-year basis. Any work experience gained in State service may be used to meet the education requirement on a year-for-year basis.)

(Possession of a Master's Degree in Public, Personnel, or Business Administration or related field may be substituted for one year of the required experience.)

(In appraising experience, more weight will be given to the breadth of experience and the evidence of the candidate's ability to accept and fulfill increasing responsibility than to the length of his/her experience.)

**SPECIAL
PERSONAL
REQUIREMENTS**

Demonstrated capacity for assuming increasing responsibility, originality, open-mindedness, and tact.

**EXAMINATION
INFORMATION**

The examination will consist of a Qualifications Appraisal Panel Interview. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

QUALIFICATIONS APPRAISAL PANEL INTERVIEW - WEIGHTED 100%**Scope:****A. Knowledge of:**

1. Principles, problems, and methods of public and business administration, including organization and personnel and fiscal management.
2. Office management principles, methods, and procedures.
3. Administrative survey techniques and skill in their application.
4. Statistical and research methods.

B. Ability to:

1. Think clearly and quickly and analyze and solve problems of organization and management.
2. Work independently in identifying the need for and developing proposed changes to operating practices, programs, and policies.
3. Establish and maintain cooperative working relationships.
4. Speak and write effectively.

**VETERANS
PREFERENCE**

Veterans preference credit will not be granted in this examination.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact the California Department of Social Services three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

GENERAL INFORMATION (CONTINUED)

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other pages of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Social Services and The State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, Oakland, Fresno, Los Angeles, and San Diego. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Criminal Record Clearance Information: Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

P. O. BOX 944243

SACRAMENTO, CA 94244-2430

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929
From voice phones: 1-800-735-2922

TTY telephone number:(916) 653-5457

TTY is a Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.